

**Amendments to the Claims**

1. (currently amended) A computer-readable medium having computer-executable instructions defining:

an authoring program module accessible by a lesson designer to create a plurality of lessons;

each lesson including one or more links to versatile resources for display or play in association with the lesson;

each resource stored in memory and independently retrievable, the resources including a first resource that is played in association with a first communication mode and a second resource that is played in association with a second communication mode ~~for display or play in association with multiple lessons;~~

one or more runner program modules accessible by lesson takers for running the lessons and operable for synchronizing the first resource and the second resource to create an integrated multi-mode lesson; and

a relational database accessible by the runner program modules and containing information for retrieving desired resources for display or play in association with the lessons[;] .

2. (original) The computer-readable medium of claim 1, wherein:  
each lesson comprises a plurality pages; and  
each page comprises one or more controls defining visual and functional aspects of the page, links to resources, and script instructions defining lesson logic for implementing the page.

3. (original) The computer-readable medium of claim 2, wherein the authoring program module comprises a plurality of menu-driven commands that the lesson designer selectively activates to create the pages, add the controls to the pages, link the pages to the resources, and create the script instructions for rendering pages and implementing lesson logic.

4. (original) The computer-readable medium of claim 2, wherein the authoring program module comprises a capture feature for importing screen objects from foreign program modules into a lesson, the capture feature operative to:

interrogate a target screen object to identify one or more screen object controls that are supported by the authoring program module;

render each screen object control within a lesson page to recreate the functional and visual aspects of the screen object controls;

extract one or more screen object bit maps from the screen object corresponding to visual aspects of the screen object that do not correspond to screen object controls that are supported by the authoring program module;

store the extracted bit maps as resources indexed by the relational database; and

create script instructions within the page for combining the screen object controls with the screen object bit maps to recreate the functional and visual aspects of the screen object when running the lesson.

5. (original) The computer-readable medium of claim 1, wherein one or more of the resources are selected from the group comprising a sound file, a video file, and a bit map file.

6. (canceled)

7. (currently amended) The computer-readable medium of claim [6] 1, wherein the first communication mode comprises a computer and the second communication mode comprises a telephone.

8. (currently amended) The computer-readable medium of claim 1, wherein:  
the runner program module resides in a shared folder maintained on a network server;  
multiple instances of the runner program module download from the network server to the student workstations upon command;  
each downloaded instance of the runner program module runs within a memory space maintained on an associated one of the student workstations during a session;  
each downloaded instance of the runner program module deletes from the memory space maintained on the associated student workstation upon completion of the session; and  
the shared folder functionality is a generally available operating system feature that allows each student workstation to download its associated instance of the runner program module without ~~to~~ having software specific to the runner program module previously installed on the runner workstation.

9. (original) The computer-readable medium of claim 8, wherein each session operates independently of the other sessions.

10. (original) The computer-readable medium of claim 1, wherein a user provides responses to prompts played or displayed as part of a lesson, and an evaluation score is computed based on the user's responses.

11. (original) The computer-readable medium of claim 1, wherein a user provides responses to prompts played or displayed as part of a lesson, and the lesson and associated user responses are stored for subsequent playback and evaluation.

12. (original) The computer-readable medium of claim 1, wherein a user provides audible responses to prompts played or displayed as part of a lesson, and the lesson logic progresses in response to detection of an audible response and a predetermined period of silence following the audible response.

13. (currently amended) The computer-readable medium of claim 1, wherein:  
a user provides responses to prompts played or displayed as part of a lesson that is divided into a plurality of task[s] types, each task type comprising similar tasks relating to a common skill; and  
each task type is configured to selectively run in a demonstration mode in which user responses are not required to prompts relating to that task type, or in a training mode in which user responses are required to prompts relating to that task type.

14. (original) The computer-readable medium of claim 1, wherein:

- each resource is assigned a resource name;
- the resources are subdivided into a plurality of resource types, each resource type comprising one or more similar resources;
- each resource type is assigned a resource type name;
- the resource name and resource type name assigned to a particular resource defines a root path for retrieving that resource from memory; and
- the resource name and resource type name for each resource may be retrieved from the relational database and appended together to create the root path for retrieving that resource from memory.

15. (original) An apparatus comprising the computer-readable medium of claim 1.

16. (currently amended) A computer-based training system comprising:
- a computer network defining a plurality of network ports;
  - a lesson server functionally connected to the network, the lesson server storing a plurality of lessons, each lesson comprising a synchronized set of audio and interactive graphical display resources;
  - a plurality of student workstations functionally connected to respective network ports, each student workstation configured to display the graphical display resources of a selected lesson and to receive interactive student responses to these resources;
  - an audio server functionally connected to the network and comprising a plurality of audio ports, each audio port operative for connecting at least one telephone line to the audio server, the audio server configured to play the audio resources of the selected lesson via a selected audio port in synchronism with the display of the associated graphical display resources;
  - a plurality of telephone extensions, each associated with and located near a student workstation to allow the student workstation and the associated telephone extension to be accessed simultaneously by a student user;
  - a private branch exchange functionally connected to the audio ports of the audio server by way of a trunk of telephone lines, the private branch exchange configured to selectively connect available lines of the trunk to lines connected to the telephone extensions to connect the telephone extensions to the audio server;
  - upon receipt of a telephone call at the audio server from a telephone extension operated by a student user, the audio server operative to deliver an audible identification number to the student user via the telephone extension; and
  - upon entry of the identification into the student workstation, the computer-based training

system operative to use the identification number to associate the network port assigned to the student workstation with the audio port connected to

the associated telephone extension for the purpose of correlating the student workstation with the associated telephone extension.

17. (original) The computer-based training system of claim 16, further configured to compute and store a score based on the interactive student responses received during a lesson.

18. (original) The computer-based training system of claim 16, wherein:  
the audio server is operative to receive interactive audible student responses to the audible resources; and

the computer-based training system is configured to progress the lesson in response to detection of an audible response and a predetermined period of silence following the audible response.

19. (currently amended) The computer-based training system of claim 17, wherein:  
a user provides responses to prompts played or displayed as part of a lesson that is divided into a plurality of task[s] types, each task type comprising similar tasks relating to a common skill; and

each task type is configured to selectively run in a demonstration mode in which user responses are not required to prompts relating to that task type, or in a training mode in which user responses are required to prompts relating to that task type.

20. (original) The computer-based training system of claim 19, further configured to record the student responses during a lesson and to subsequently play back the student responses in connection with the lesson for evaluation purposes.

21. (original) The computer-based training system of claim 20, wherein a user provides audible responses to prompts played or displayed as part of a lesson,  
and the lesson logic progresses in response to detection of an audible response and a predetermined period of silence following the audible response.



22. (currently amended) A computer-based training system comprising, wherein:  
a lesson server comprising a plurality of lessons, each lesson comprising synchronized audio and visual resources; is divided into a plurality of task[s] types, each task type comprising similar tasks relating to a common skill;  
~~a user provides responses to prompts played or displayed as part of the lesson; and~~  
~~each task type is configured to selectively run in a demonstration mode in which user responses are not required to prompts relating to that task type, or in a training mode in which user responses are required to prompts relating to that task type.~~  
an audio server coupled to the lesson server and operable for playing the audio resource;  
a computing device coupled to the lesson server, the computing device operable for receiving at least one of the plurality of lessons and displaying the visual resource; and  
a telephone coupled to the audio server and located proximate to the computing device, the telephone operable for receiving the audio resource being played by the audio server.

23. The computer-based training system of claim 22, further ~~configured to~~ comprising a runner program module operable for recording the student a response[s] during [a] one of the lessons and subsequently playing back the student response[s] in connection with the lesson for evaluation purposes.

24. The computer-based training system of claim ~~23~~ 22, wherein the runner program module is further configured operable to compute and store a score based on the interactive student response[s] received during the lesson.

25. (canceled)
26. (new) The computer-based training system of Claim 23, wherein the response comprises an audio response.
27. (new) The computer-based training system of Claim 23, wherein the runner program module is further operable for advancing the lesson upon receiving the response.

28. (new) A computer-implemented method for receiving training comprising:  
accessing a runner program module with a client computing device;  
selecting a lesson using the runner program module;  
receiving a graphical resource associated with the lesson at the client computing device;  
and  
receiving an audio resource associated with the lesson, the audio resource synchronized with the graphical resource.
29. (new) The computer-implemented method of Claim 28, wherein the graphical resource is received from a lesson server.
30. (new) The computer-implemented method of Claim 28, wherein the audio resource is received from an audio server.
31. (new) The computer-implemented method of Claim 29, further comprising the step of transmitting a response to the lesson server.
32. (new) The computer-implemented method of Claim 30, further comprising the step of transmitting a response to the audio server.
33. (new) The computer-implemented method of Claim 28, further comprising the steps of:  
providing a response to the graphical resource and the audio resource; and  
in response to providing the response, receiving a new graphical resource associated with the lesson and receiving a new audio resource associated with the lesson.
34. (new) A computer-readable medium having computer-executable instructions for performing the steps recited in Claim 28.

35. (new) A computer-implemented method for providing training comprising:  
using an authoring program module to create a lesson comprising a visual resource and  
an audio resource;  
receiving a request for the lesson from a client computing device;  
transmitting the lesson to the client computing device such that the visual resource is  
synchronized with the audio resource; and  
receiving a response to the lesson from the client computing device.

36. (new) The computer-implemented method of Claim 35, further comprising the  
step of recording the response to the lesson for creating an evaluation of the response.

37. (new) The computer-implemented method of Claim 35, further comprising the  
steps of:  
interrogating a target screen object to identify a screen object control that is supported by  
the authoring program module; and  
rendering the screen object control within a page of the lesson to recreate the screen  
object control.

38. (new) The computer-implemented method of Claim 35, further comprising the  
step of evaluating the response and using the evaluation to select a new lesson.

39. (new) The computer-implemented method of Claim 35, further comprising the  
step of, in response to receiving the response to the lesson, transmitting a new video resource and  
a new audio resource.

40. (new) A computer-readable medium having computer-executable instructions for  
performing the steps recited in Claim 35.

41. (new) A computer-implemented method for simulating the work of a contact center agent comprising:

receiving a request for a lesson from the contact center agent, the lesson comprising a first resource type and a second resource type; and

transmitting the lesson to the contact center agent via a first mode associated with the first resource type and a second mode associated with the second resource type.

42. (new) The computer-implemented method of Claim 41, wherein the first mode is a computing device and the second mode is a communication device.

43. (new) The computer-implemented method of Claim 41, wherein the lesson is in a demonstration status that does not require a response from the contact center agent.

44. (new) The computer-implemented method of Claim 41, wherein the lesson is in a training status that requires a response from the contact center agent.

45. (new) The computer-implemented method of Claim 41, wherein the lesson further comprises a test of the contact center agent's skills.

46. (new) A computer-readable medium having computer-executable instructions for performing the steps recited in Claim 41.